



South Eastman Health Annual Report to the Community 2009-2010



**South Eastman Health
Santé Sud-Est**

Partnering with you
En partenariat avec vous

It's all about

VALUES



South Eastman Health takes its obligations to the people we serve seriously. Our values are the cornerstone of our strategic plan, forming the foundation of everything we do and how we work together to achieve our vision of wellness and the best possible health for our community.

Together with our affiliate organizations we offer a full continuum of health services from pre-natal to end-of-life care, along with a variety of specialized services and programs. We have more than 1500 dedicated employees - physicians, nurses, allied health care professionals and non-clinical personnel. All are vital in our role of providing client services, ensuring patient safety and realizing our vision.

In this Annual Report to the Community, we highlight some of the ways that our values contributed to our results and to our longer term vision for the South Eastman region. To obtain your copy of the complete Annual Report, please visit our website at sehealth.mb.ca, or contact our corporate office at 1-866-716-5633 (toll-free).

To help achieve our vision of wellness and the best possible health by partnering with individuals, families and communities, South Eastman Health has a clear set of values which we follow. Together, we succeed through:

INTEGRITY

Our commitment to being transparent and honest with our staff, our partners, and the communities and people that we serve.

SHARED VISION

Working with our staff, partners, and community to ensure that a clear understanding of this vision informs all of our planning and work.

COLLABORATION

Our commitment to teamwork, consultation and two-way communication with our partners and regional communities in order to deliver services in the most effective manner while respecting the different needs and priorities of those with whom we work.

RESPECT

Recognizing the value, equality, resourcefulness and resilience of individuals including staff, volunteers, patients and community members, and are committed to responding with empathy, compassion and respect for community diversity.

PATIENT SAFETY and SERVICE EXCELLENCE

Encouraging all parts of the regional health delivery system to seek creative and innovative solutions to deliver safe, integrated and quality health services while maintaining willingness to change and openness to continuous learning and improvement.

PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through responsible governance and management practices, prudent stewardship of resources throughout the organization, transparency and good communication, and by demonstrating integrity and ethics in the interactions of the total organization.

It's all about SHARED VISION

Working with our staff, partners, and community
to achieve wellness & the best possible health for our community.

The RHA Board of Directors sets the overall policy direction and priorities, monitors operational performance, and advocates for the organization within South Eastman and the larger community. The Chief Executive Officer is accountable to the Board for the efficient and effective management and delivery of health services within the region. She works with the Executive Management Committee, the Regional Management Team, Program & Facility Managers and staff to accomplish the Board's goals.

In our 2006-2011 Strategic Plan, the Board identified 12 priority areas. For this fiscal year, we focused on 5 main priorities:

- **Population Growth:** To collaborate fully in efforts to secure population-based RHA funding to meet the growing and changing needs of the South Eastman population.
- **Acute Care:** To work towards equitable in-region access to quality acute care services for all South Eastman residents.
- **Long Term Care:** To build the continuum of services required to meet the needs of the growing senior population, for residents living in the community and residents progressing through loss of full independence.
- **Primary Health Care:** To expand primary health care by modeling all community-based services on primary health care principles, focusing on prevention and health education approaches.
- **Human Resources:** To enhance quality of care by providing staff with the education, tools, experience, confidence and an environment that fosters a healthy workplace.



Aurèle Boisvert, Chair, Board of Directors

Monique Viefaure Mackenzie, Chief Executive Officer

Board members in 2009-10

(March 31, 2010)

- Aurèle Boisvert (Ste. Anne), Chair
- Chris Summerville (Steinbach), Vice Chair
- George Sawatzky (Niverville), Secretary-Treasurer
- Anita Funk (Grunthal)
- Claude Lemoine (Ste. Agathe)
- Christiane Neufeld (Steinbach)
- Leo Van de Bussche (St. Adolphe)
- Line Leclerc (La Broquerie)
- Suzanne Ritchot (Ste. Anne)
- Suzanne Sarasin (Lorette)
- Paul Campbell (Middlebro)
- Jean Balcaen (Richer)
- Ernie Wehrle (Ste. Anne)
- Vania Gagnon (Lorette) *
- Bryan Nichols (Dominion City)*

* Term ending March 2010

It's all about **COLLABORATION**

Our commitment to teamwork, consultation and two-way communication to deliver services that meet needs.

For health planning purposes, the RHA has an extensive advisory network including 4 District Health Advisory Councils, one Providers & Partners Advisory Committee, a Medical Advisory Committee and a Mental Health Advisory Council. The RHA's Board of Directors held three joint Board meetings in 2009-2010 with the District Health Advisory Councils and the Providers & Partners Advisory Committee, providing a forum for consultations and dialogue.

The Board values partnerships and appreciates the importance of consultations with key stakeholders, including physicians, nurses and RHA employees. The Board regularly invites the public and key stakeholders to Board meetings and other activities. This provides opportunities for interaction, input and active participation as well as for consultation and information sharing.

Board consultations in 2009-10

- Board members met with members of the District Health Advisory Councils and the Providers & Partners Advisory Committee over the course of the year where consultations and dialogue about health issues and terms of reference occurred.
- Board members participated on the Leadership and Partnerships Committee as it transitioned to the Leadership Network which includes members of the Boards and Chief Executive Officers of contract sites in the region and other stakeholders.
- The Board Chair and the Chief Executive Officer met with employees from all facilities and programs across the region to share key information and provide a forum to discuss concerns.
- Focus groups were held across the region with the Francophone communities, Métis groups and others to gather views on health issues and needs as part of evidence gathering for the Community Health Assessment, the Francophone Health Needs Assessment and the Métis Health Assessment.

- Active consultations throughout the region with the Reeves, Mayors, Chief Administrative Officer and Emergency Measures Officer as well as Buffalo Point First Nation to assist with management of H1N1 and offering assistance with pandemic planning preparations.
- Partnered with Eastman Education Centre, local churches and the business community to provide an information session on business continuity during a pandemic.
- Hosted a meeting which brought the University of Manitoba Faculty of Medicine to Steinbach to promote South Eastman Health as a site for enhanced clinical teaching for medical students.

District Health Advisory Councils

provide advice to the RHA Board on appropriate health-related actions and services for their district, and initiate local projects to inform communities and promote health.

Providers & Partners Advisory Committee

facilitates communication between the RHA Board and health care providers, and advocates for improved health for all members of the community.

Medical Advisory Committee

makes recommendations to the RHA Board on medical matters, policies, rules, procedures, codes of conduct, as well as recommend physician appointments and privileges.

Mental Health Advisory Council

provides advice and feedback to RHA management from the perspective of mental health consumers, family members and other support persons. Its membership includes consumers of mental health services, family members or other support persons as well as two employees from the RHA Mental Health program.

It's all about **RESPECT**

Recognizing the value, equality, resourcefulness and resilience of individuals.

The South Eastman region includes 13 municipalities and one First Nation community. In June 2009, there were 66,984 residents in South Eastman, representing a 26% increase since 1999 or an additional 14,000 residents.

Such a dramatic population growth has a direct influence on service delivery volumes and the resources required to address those volumes. Health care funding has not kept pace with the region's population growth. In 2009-10, South Eastman's per capita funding further decreased to 44.7% of the provincial average and 65.8% of the rural/northern average.

Without our dedicated and well-trained staff, the RHA would not meet the challenges of health service delivery in Manitoba's fastest growing region.

In addition, we are also proud to enjoy the support of a number of foundations and auxiliaries that contribute time and tremendous effort toward fundraising to support our facilities, equipment, programs, educational bursaries and other initiatives. This work highlights the community's commitment to partnering with us to achieve optimum health for the region. To you all and our residents who generously support us, thank you!



South Eastman Health Employees

by facilities and services as at March 31, 2010

Corporate Office (58)	Community Services (92)
Bethesda (459)	Diagnostics Services Manitoba (48)
De Salaberry (86)	Emergency Medical Services (67)
Menno Home (64)	Home Care (402)
Rest Haven (87)	Mental Health (47)
St. Anne Hospital (67)	
Villa Youville (109)	
Vita (104)	



Bottom: 92 employees with 10 or more years of service were recognized at this year's Long Term Service Awards Banquet

It's all about PATIENT SAFETY & SERVICE EXCELLENCE

Working with our staff, partners, and community to achieve wellness & the best possible health for our community.

Public Health and H1N1

Starting in the spring of 2009, our attention was concentrated on the impending H1N1 pandemic, and on the well-being and safety of our community and staff. Within a six-week time span, late September to early November 2009, 12,293 doses of vaccine were administered to the public through 50 community-based clinics in 18 different communities. Clinics were also held for health care workers as well as at large companies, when requested, such as Hytek and Granny's Poultry.

Expansion of Primary Health Care Services

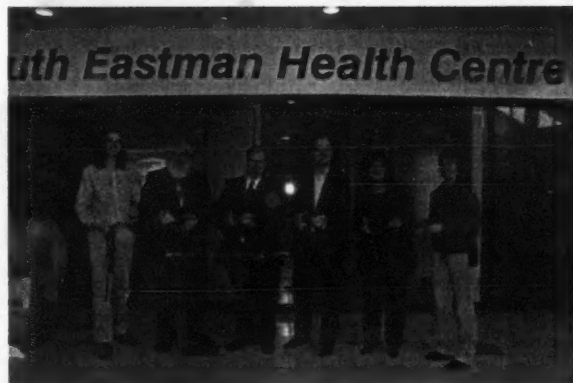
Two nurse practitioners (NP) were successfully recruited to join the Niverville Primary Health Care Centre and the De Salaberry & District Health Centre, where they work collaboratively with physicians as core members of the Primary Health Care team. The NPs provided care to 1,151 clients between Aug 2009 and March 2010.

The Chronic Disease Management Team, consisting of Chronic Disease Management Nurses, Dietitians and Primary Health Care Nurses collaborated to address chronic conditions such as diabetes, hypertension and heart disease.

On January 28, 2010, the South Eastman Health Centre, located at the Clearspring Mall in Steinbach opened for business, co-locating Midwifery, Chronic Disease and Health Management, Mental Health Adult and Child and Adolescent services. In addition, a fee for service physician joined the team in March 2010, extending family practice and walk-in access to residents of the heavily populated Central District.

Aboriginal Health Transition Fund (AHTF)

The steering committee and project staff established the De Salaberry Accountability Team to promote collaborative practice and enhance access. The Team undertook the implementation of the electronic medical record at the De Salaberry & District Health Centre which includes integration with the Physician's clinic.



Top: CEO Monique Vielfaure Mackenzie gets her flu shot.

Middle: South Eastman Health Centre - Clearspring ribbon-cutting in January 2010, with special guests MLA Kelvin Goertzen and Steinbach Mayor Chris Goertzen

Bottom: St. Malo is one of our communities, rich in Métis and Aboriginal people and culture, benefiting from our AHTF Project.

It's all about **PATIENT SAFETY & SERVICE EXCELLENCE**

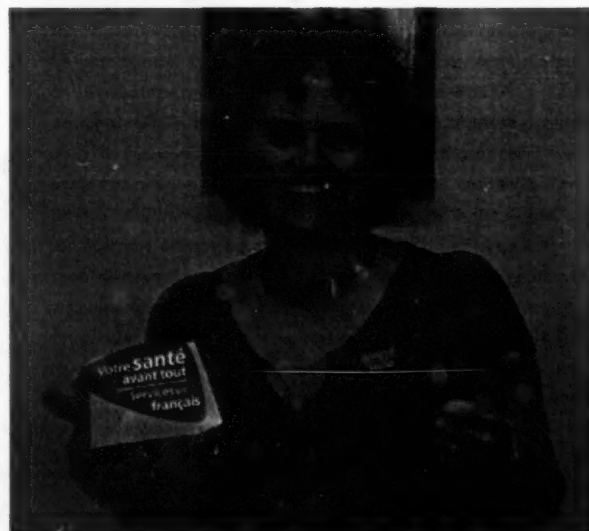
Working with our staff, partners, and community to achieve wellness & the best possible health for our community.

Acute Care Services

The rapid growth in the South Eastman region has fuelled the need for expanding the infrastructure at two of the four Acute Care Centres. The Emergency Department conversion and major capital project at Bethesda Hospital continued with the planning process. The planning for the Ste. Anne Hospital surgical suite conversion achieved functional plan approval and the architectural drawings were rendered. Construction is expected to start in 2011.

French Language Services

The region has progressively promoted French language training for employees. Two of our Acute Care sites, Ste. Anne Hospital and De Salaberry & District Health Centre have 100% designated bilingual positions. Presently 65% of these positions are filled with bilingual employees. In regional programs, we achieved a higher rate of bilingual employees than the targeted 28% of positions. The region has partnered with the Conseil communauté en santé (CCS), Central RHA and others, in a federally funded project, promoting improved collaboration and the sharing of prevention and professional development programming designed for delivery through Telehealth. The francophone community resource centres located in La Broquerie and Ste. Agathe are funded by the RHA and supported by the local communities. These centres were transitioned to be managed by the RHA from the CCS.



"The region is in great need of this improved ER."

It's all about

PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through prudent stewardship of resources.

In 2009-10, our number one priority was to secure funding needed to meet the health care needs of the region. Funding received from the provincial government has not kept pace with our population growth (26% since 1999-2000). Despite an increase of 6.1% in 2009-10, our services are under funded in the face of the increased service demands. A meeting was held with Manitoba Health & Healthy Living to express our concerns, and to present our Health Plan and budget matrix.

Funding for 2010-2011 has been confirmed at an overall increase of 3.8%. This is the lowest annual increase received in the history of the RHA and produced a shortfall on the budget of \$1.9 million. This shortfall has been mitigated by implementing salary freezes, vacancy management (delaying the filling of any vacancy staff positions) and cuts to supplies, equipment and other discretionary expenditures. The RHA also closed the 2009-10 fiscal year with an accumulated surplus of \$1.8 million and this will be used to off-set any operational deficit for 2010-2011.

Shortfalls in funding continue to impede progress toward the vision of the region. The Board and Executive Staff will continue to advocate for increases in base funding to achieve the expansion of prevention, community wellness and primary care services to achieve regional, as well as Manitoba Health priorities.

For a detailed account of our finances, please consult our website at sehealth.mb.ca

Funding Announcements

- Funding for Fetal Alcohol Spectrum Disorder (FASD) of \$55,000.
- Funding from Information and Computer Technology (ICT) for \$273,331, to replace computers and printers, upgrade software for our finance department, dietary and maintenance systems.
- Funding from Manitoba Health and Healthy Living of \$275,000, for the purchase of specialized equipment needed in the obstetrical and surgical programs.
- Total additional funding received for 2009-2010 was \$1,593,500. This provided for seven safety and security projects within South Eastman Health. These projects included upgrades to fire systems, bathing facilities, elevators, internal monitoring systems and roof repairs.

South Eastman Health: Expenses by Sector as at March 31, 2010

Acute Care	\$ 39,381,000	44%
Community Health	\$ 6,152,000	7%
Capital Costs	\$ 2,671,000	3%
Long Term Care	\$ 22,012,000	25%
Mental Health	\$ 2,995,000	3%
Home Care Services	\$ 14,179,000	16%
*Corporate Services	\$ 1,952,000	2%

*Patient safety, human resources, regional support services

Total : \$ 89,642,000

It's all about

PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through prudent stewardship of resources.

SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. Condensed Statement of Financial Position

March 31			2010	2009
	Regional Health Authority	Contract Facilities	Consolidated	Consolidated
Assets				
Current Assets				
Cash	\$ 7,611,165	\$ 424,118	\$ 8,035,283	\$ 7,504,195
Accounts receivable	1,514,529	112,108	1,626,637	1,943,815
Due from Manitoba Health and Healthy Living	63,868	19,277	83,145	-
Inventories	1,494,348	89,372	1,583,720	1,435,588
Prepaid expense	468,348	16,503	484,851	396,166
Vacation entitlements receivable	2,165,279	488,270	2,653,549	2,653,549
	13,317,537	1,149,848	14,467,185	13,933,311
Retirement obligations receivable	1,898,575	458,577	2,357,152	2,357,152
Restricted assets	105,482	-	105,482	101,767
Capital assets	41,759,614	11,078,674	52,838,288	52,283,668
	\$57,081,208	\$12,686,899	\$69,768,107	\$68,675,898
Liabilities and Net Assets				
Current Liabilities				
Bank indebtedness	\$ -	\$ 33,947	\$ 33,947	\$ 54,697
Accounts payable and accrued liabilities	4,398,961	469,950	4,868,911	5,864,642
Accrued vacation entitlements Due to contract facilities (from Health Authority)	3,651,578	716,868	4,368,442	3,755,144
Due to Manitoba Health and Healthy Living	87,461	(87,461)	-	-
Unearned revenue	-	-	-	359,400
	497,554	3,108	500,662	1,203,373
	8,635,552	1,136,410	9,771,962	11,237,316
Accrued retirement obligations	4,164,208	458,577	4,622,785	3,783,495
Deferred Contributions				
Expenses of future periods	589,138	298,732	887,870	1,220,184
Capital assets	41,231,365	10,838,835	52,070,200	51,515,580
	41,820,503	11,137,567	52,958,070	52,735,764
Commitments and contingencies				
Net Assets				
Investment in capital assets	528,249	239,839	768,088	768,088
Externally restricted - Contract Facilities	-	(285,494)	(285,494)	(221,582)
Externally restricted	105,482	-	105,482	101,767
Unrestricted	1,827,214	-	1,827,214	271,050
	2,460,945	(45,655)	2,415,290	919,323
	\$57,081,208	\$12,686,899	\$69,768,107	\$68,675,898

It's all about

PERFORMANCE ACCOUNTABILITY

Providing a safe, responsive and sustainable health care environment through prudent stewardship of resources.

SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. Condensed Statement of Operations

For the year ended March 31	2010		2009	
	Regional Health Authority	Contract Facilities	Consolidated	Consolidated
Revenue				
Province of Manitoba				
Health and Healthy Living	\$72,082,836	\$ 9,425,467	\$81,508,303	\$73,383,972
Other	1,130,315	-	1,130,315	976,259
Government of Canada	-	77,562	77,562	77,562
Non-insured income	2,934,510	2,306,964	5,241,474	5,108,978
Other income and recovered services	79,770	426,018	505,788	483,245
Amortization of deferred contributions	2,188,373	482,760	2,671,133	3,282,563
	78,415,804	12,718,771	91,134,575	83,272,579
Expenditures				
Acute care services	26,071,086	-	26,071,086	23,485,064
Long-term care services	9,712,112	12,299,923	22,012,035	20,209,265
Community based home care services	14,178,780	-	14,178,780	13,354,883
Community based health services	6,452,248	-	6,452,248	5,541,177
Medical remuneration	5,814,826	-	5,814,826	5,437,299
Diagnostic services	3,861,558	-	3,861,558	3,588,678
Amortization of capital assets	2,188,373	482,760	2,671,133	3,282,563
Community based mental health services	2,995,034	-	2,995,034	2,553,861
Emergency Medical Services	3,632,793	-	3,632,793	2,825,956
Regional Health Authority costs	1,952,830	-	1,952,830	1,553,008
	76,859,640	12,782,683	89,642,323	81,811,754
Excess of revenue over expenditures before other item	1,556,164	(63,912)	1,492,252	1,460,825
Other Item				
Forgiveness of debt	-	-	-	75,000
Excess of revenue over expenditures for the year	\$ 1,556,164	\$ (63,912)	\$ 1,492,252	\$ 1,535,825
Allocated as follows				
Externally restricted	\$ -	\$ (63,912)	\$ (63,912)	\$ 195,605
Unrestricted	1,556,164	-	1,556,164	1,340,220
	\$ 1,556,164	\$ (63,912)	\$ 1,492,252	\$ 1,535,825

Auditors' Report

To the Board of Directors of
SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC.:

The accompanying condensed statements of financial position and operations are derived from the complete financial statements of South Eastman Health/Santé Sud-Est Inc. as at March 31, 2010 and for the year then ended on which we expressed an opinion without reservation in our report dated May 28, 2010. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of the Canadian Institute of Chartered Accountants, is to report on the condensed financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete statements of operations in accordance with the criteria described in the Guideline referred to above.

These condensed financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the entity's financial position, results of operation and cash flows, reference should be made to the related complete financial statements available at the offices of the Authority.

300 Canada LLP
Chartered Accountants
Winnipeg, Manitoba
May 28, 2010